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PROGRAMME BUDGET FOR THE BIENNIUM 1992-1993

Second performance report

Report of the Secretary-General

Addendum

INCOME SECTION 3. SERVICES TO THE PUBLIC

Table IS3.1

(Thousands of United States dollars)

<i>Approved estimates</i>	<i>Increase (decrease)</i>	<i>Projected income</i>
3 717.3	3 927.0	7 644.3

Table IS3.2Summary of estimates of net revenue by programme and
programme component: estimates of net revenue

(Thousands of United States dollars)

<i>Programme and programme component</i>	<i>Approved estimates 1992-1993</i>	<i>Increase (decrease)</i>	<i>Projected income performance 1992-1993</i>
A. Activities under the supervision of the Office of General Services			
1. Programme of work			
(a) Sale of philatelic items			
Gross revenue	28 800.0	400.0	29 200.0
<u>Less</u> expenses against revenue	25 240.7	(1 048.9)	24 191.8
Net revenue	3 559.3	1 448.9	5 008.2
(b) Gift items (Headquarters)			
Gross revenue	7 000.0	-	7 000.0
<u>Less</u> expenses against revenue	5 105.4	(89.4)	5 016.0
Net revenue	1 894.6	89.4	1 984.0
(c) Sale of United Nations publications			
Gross revenue	10 818.3	3 381.7	14 200.0
<u>Less</u> expenses against revenue	12 116.5	764.3	12 880.8
Net revenue	(1 298.2)	2 617.4	1 319.2
2. Programme support services			
(a) News-stand (Headquarters)			
Gross revenue	110.0	-	110.0
<u>Less</u> expenses against revenue	-	-	-
Net revenue	110.0	-	110.0
(b) Garage operations (Headquarters and Geneva)			
Gross revenue	2 268.1	(122.5)	2 145.6
<u>Less</u> expenses against revenue	1 273.5	(153.2)	1 120.3
Net revenue	994.6	30.7	1 025.3
Net revenue, A	5 260.3	4 186.4	9 446.7
B. Services to visitors			
Gross revenue	6 517.9	(936.4)	5 581.5
<u>Less</u> expenses against revenue	8 060.9	(677.0)	7 383.9
Net revenue, B	(1 543.0)	(259.4)	(1 802.4)
Total gross revenue, A and B	55 514.3	2 722.8	58 237.1
<u>Less</u> total expenses against revenue	51 797.0	(1 204.2)	50 592.8
Total net revenue	3 717.3	3 927.0	7 644.3

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Table IS3.3

Summary of projected expenditure for the biennium 1992-1993
by activity

(Thousands of United States dollars)

	Revised 1992-1993 appropriation	Projected changes				Proposed 1992-1993 final appropriation	
		Rates of exchange	Inflation	Decisions of policy- making organs	Other changes		Total
A. Activities under the supervision of the Office of General Services							
1. Programme of work							
(a) Sale of philatelic items	25 240.7	(149.8)	(81.1)	-	(818.0)	(1 048.9)	24 191.8
(b) Gift items (Headquarters)	5 105.4	-	(27.1)	-	(62.3)	(89.4)	5 016.0
(c) Sale of United Nations publications	12 116.5	(53.1)	(42.8)	-	860.2	764.3	12 880.8
2. Programme support services							
(a) News-stand (Headquarters)	-	-	-	-	-	-	-
(b) Garage operations (Headquarters and Geneva)	1 273.5	(4.4)	(6.3)	-	(142.5)	(153.2)	1 120.3
Subtotal A	43 736.1	(207.3)	(157.3)	-	(162.6)	(527.2)	43 208.9
B. Services to visitors							
	8 060.9	(29.4)	(30.9)	-	(616.7)	(677.0)	7 383.9
Subtotal B	8 060.9	(29.4)	(30.9)	-	(616.7)	(677.0)	7 383.9
Grand total	51 797.0	(236.7)	(188.2)	-	(779.3)	(1 204.2)	50 592.8

IS3.1 As can be noted from table IS3.3, total changes under rates of exchange (\$236,700) and inflation (\$188,200) in respect of the various activities arise. Related explanations are provided in Part I of the present report. The net decrease under other changes relating to the various activities (\$779,300) is explained under the respective headings below.

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A. Activities under the supervision of the
Office of General Services

1. Programme of work

(a) Sale of philatelic items

Table IS3.4

Summary of projected expenditure for the biennium
1992-1993 by section, main object of expenditure
and main determining factor

(Thousands of United States dollars)

	Revised 1992-1993 appropriation	Projected changes				Total	Proposed 1992-1993 final appropriation
		Rates of exchange	Inflation	Decisions of policy- making organs	Other changes		
Posts	14 760.5	(84.3)	(44.4)	-	(876.7)	(1 005.4)	13 755.1
Other staff costs	2 377.1	(16.3)	(8.5)	-	81.7	56.9	2 434.0
Travel	320.3	(2.3)	(1.3)	-	(9.2)	(12.8)	307.5
Contractual services	5 439.4	(34.2)	(17.9)	-	106.0	53.9	5 493.3
General operating expenses	1 344.9	(7.8)	(5.0)	-	(59.8)	(72.6)	1 272.3
Supplies and materials	655.4	(3.6)	(2.7)	-	(60.0)	(66.3)	589.1
Equipment	343.1	(1.3)	(1.3)	-	-	(2.6)	340.5
Total	25 240.7	(149.8)	(81.1)	-	(818.0)	(1 048.9)	24 191.8

IS3.2 As indicated in table IS3.2, gross revenue is expected to increase by \$400,000, from \$28,800,000 to \$29,200,000. After deduction of expenses amounting to \$24,191,800 (which show a decrease of \$1,048,900), an overall increase in net revenue of \$1,448,900 is projected. The increase in revenue is attributable for the most part to cost saving measures undertaken during the biennium as well as promotional activities carried out in Europe and Asia. The anticipated reduction of overall expenditures (\$818,000) is explained in the following paragraphs.

Posts (Decrease: \$876,700)

IS3.3 The decrease under posts is due basically to reduced requirements for established posts (\$276,100), common staff costs (\$443,800) and staff assessment (\$156,800) as a result of non-replacement of staff on mission assignment, unfilled vacancies and lower than standard rates.

Other staff costs (Increase: \$81,700)

IS3.4 The net increased requirements under this heading relate to general temporary assistance (\$166,800) arising from the increased workload in the promotion and marketing area and order fulfilment for new clients, which were offset in part by savings under overtime (\$85,100) due to improved operational measures.

Travel (Decrease: \$9,200)

IS3.5 The decrease under travel results from increased use of non-staff representation at stamp exhibitions as well as economies in the travel programme of the United Nations Postal Administration (UNPA).

Contractual services (Increase: \$106,000)

IS3.6 The net increase under contractual services results from increased requirements in the production of stamps and publicity materials (\$288,200) offset in part by reduced honoraria payments (\$32,000) and requirements for advertising and promotion (\$150,200).

General operating expenses (Decrease: \$59,800)

IS3.7 Reduced requirements under hospitality (\$11,700) and rental and maintenance of equipment (\$124,900) are offset by increases under communications due to an increase in mailing of publicity materials (\$59,800) and miscellaneous services (\$17,000).

Supplies and materials (Decrease: \$60,000)

IS3.8 Savings under this heading result from reduced requirements for office supplies and other required materials.

(b) Gift items (Headquarters)

Table IS3.5

Summary of projected expenditure for the biennium
1992-1993 by section, main object of expenditure
and main determining factor

(Thousands of United States dollars)

	<i>Revised 1992-1993 appropriation</i>	<i>Projected changes</i>				<i>Total</i>	<i>Proposed 1992-1993 final appropriation</i>
		<i>Rates of exchange</i>	<i>Inflation</i>	<i>Decisions of policy- making organs</i>	<i>Other changes</i>		
Posts	428.0	-	(0.1)	-	(62.3)	(62.4)	365.6
Other staff costs	1 505.3	-	(8.8)	-	-	(8.8)	1 496.5
Travel	-	-	-	-	0.9	0.9	0.9
Contractual services	98.6	-	(0.6)	-	1.8	1.2	99.8
General operating expenses	29.6	-	(0.2)	-	(2.7)	(2.9)	26.7
Supplies and materials	58.4	-	-	-	-	-	58.4
Other	2 985.5	-	(17.4)	-	-	(17.4)	2 968.1
Total	5 105.4	-	(27.1)	-	(62.3)	(89.4)	5 016.0

IS3.9 Gross revenues of the United Nations Gift Centre are expected to be maintained at \$7 million, although the full impact of the suspension of the guided tours in September 1993 and the subsequent lifting of the suspension in November 1993 has not been determined. A decrease of \$62,300 is, however, expected in expenditures, attributable mainly to reduced requirements for established posts and common staff costs.

(c) Sale of United Nations publications

Table IS3.6

Summary of projected expenditure for the biennium
1992-1993 by section, main object of expenditure
and main determining factor

(Thousands of United States dollars)

	Revised 1992-1993 appropriation	Projected changes					Proposed 1992-1993 final appropriation
		Rates of exchange	Inflation	Decisions of policy- making organs	Other changes	Total	
Posts	5 481.3	(27.6)	(20.7)	-	(278.9)	(327.2)	5 154.1
Other staff costs	152.8	(1.7)	0.2	-	86.3	84.8	237.6
Travel	83.1	(0.6)	(0.1)	-	1.3	0.6	83.7
Contractual services	1 667.8	(5.6)	(6.2)	-	(30.5)	(42.3)	1 625.5
General operating expenses	1 563.5	(6.1)	(5.2)	-	217.1	205.8	1 769.3
Supplies and materials	95.3	(0.4)	(0.2)	-	31.4	30.8	126.1
Equipment	152.4	(1.2)	(0.1)	-	(5.2)	(6.5)	145.9
Other	2 920.3	(9.9)	(10.5)	-	838.7	818.3	3 738.6
Total	12 116.5	(53.1)	(42.8)	-	860.2	764.3	12 880.8

IS3.10 The increase of \$3,381,700 in gross revenue reflected in table IS3.2 is due mainly to various management improvements introduced in the selection of publications, sales and marketing processes. The anticipated increase in direct expenses (\$860,200) is explained in the following paragraphs.

Posts (Decrease: \$278,900)

IS3.11 The net decrease under this heading reflects decreases under temporary posts (\$29,700), common staff costs (\$208,400) and staff assessment (\$109,700) due basically to lower than standard rates. The overall decreases are offset by increases under established posts (\$68,900) due to actual requirements being higher than budgeted.

Other staff costs (Increase: \$86,300)

IS3.12 The net increase under this heading relates to additional requirements for general temporary assistance in order to cope with the increased workload resulting from the high demand for publications (\$91,900), offset to a limited extent by decreased requirements for overtime (\$5,600).

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Travel (Increase: \$1,300)

IS3.13 Increased requirements under travel are due to attendance by staff at more trade shows and exhibitions than initially foreseen in order to promote several new publications.

Contractual services (Decrease: \$30,500)

IS3.14 The net decrease relates to reduced advertising and promotion requirements at Geneva (\$92,300), offset in part by additional requirements for management fees (\$61,800).

General operating expenses (Increase: \$217,100)

IS3.15 The increase under this heading relates to increased requirements under communications due to an increase in the use of pouch shipment and other methods for faster delivery of publications to customers (\$97,000), miscellaneous services due to increases in freight charges (\$166,700), requirements for storing and packing services (\$34,700) and a small increase for hospitality (\$300). These increases were offset in part by reduced requirements for rental of premises (\$66,700) and rental and maintenance of equipment (\$14,900).

Supplies and materials (Increase: \$31,400)

IS3.16 Increased requirements relate to requirements for the design and printing of specialized invoices for the new computer system, as well as bulk printing of dunning letters (\$31,100) and a small increase in the usage of data-processing supplies (\$300).

Equipment (Decrease: \$5,200)

IS3.17 The small decrease relates to reduced requirements for data-processing equipment.

Other (Increase: \$838,700)

IS3.18 The increase reported under the heading reflects essentially additional requirements in respect of the production costs of United Nations books.

2. Programme support services

(a) News-stand (Headquarters)

IS3.19 Effective 1 April 1989, a new contract was awarded after competitive bidding, the terms of which guaranteed an income of \$110,000 per biennium. Although a new contract will be entered into before the end of 1993, the anticipated income from the operation is expected to remain at the same level.

(b) Garage operations (Headquarters and Geneva)

Table IS3.7

Summary of projected expenditure for the biennium
1992-1993 by section, main object of expenditure
and main determining factor

(Thousands of United States dollars)

	Revised 1992-1993 appropriation	Rates of exchange	Inflation	Projected changes			Proposed 1992-1993 final appropriation
				Decisions of policy- making organs	Other changes	Total	
Posts	1 121.4	(4.4)	(6.2)	-	(187.7)	(198.3)	923.1
Other staff costs	30.2	-	(0.1)	-	53.5	53.4	83.6
Consultants and experts	-	-	-	-	21.0	21.0	21.0
Supplies and materials	121.9	-	-	-	(85.3)	(85.3)	36.6
Equipment	-	-	-	-	56.0	56.0	56.0
Total	1 273.5	(4.4)	(6.3)	-	(142.5)	(153.2)	1 120.3

IS3.20 An increase of \$30,700 in net revenue is projected for garage operations due to the decrease in expenditures (\$153,200). The estimated decrease in gross revenues (\$122,500) relates to garage operations in New York, as a result of enhanced security measures instituted at Headquarters from September 1993 (\$52,800), and in Geneva owing to the fee charged, which remained at SwF 65 per month and rather than being changed to SwF 74 per month as reported in the proposed programme budget for the biennium 1992-1993 (\$69,700). The net decrease of \$142,500 anticipated in expenditures is explained in the following paragraphs.

Posts (Decrease: \$187,700)

IS3.21 The decreased requirements under this heading relate to established posts (\$92,200), common staff costs (\$43,100) and staff assessment (\$52,400), mainly as a result of lower costs incurred for replacement of staff on mission assignments.

Other staff costs (Increase: \$53,500)

IS3.22 The increased requirements relate to overtime resulting from the heavy workload of the Garage Administration during the biennium.

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Consultants and experts (Increase: \$21,000)

IS3.23 The requirements under this heading provide for consultancy services for the design of the computer system of the Garage Administration.

Supplies and materials (Decrease: \$85,300)

IS3.24 The decrease relates to reduced expenditures for miscellaneous supplies.

Equipment (Increase: \$56,000)

IS3.25 Increased requirements relate to the acquisition of computer hardware and software for use by the Garage Administration.

B. Services to visitors

Table IS3.8

Summary of projected expenditure for the biennium
1992-1993 by section, main object of expenditure
and main determining factor

(Thousands of United States dollars)

	Revised 1992-1993 appropriation	Projected changes					Proposed 1992-1993 final appropriation
		Rates of exchange	Inflation	Decisions of policy- making organs	Other changes	Total	
Posts	3 136.6	(12.8)	(9.3)	-	(64.5)	(86.6)	3 050.0
Other staff costs	4 469.6	(14.3)	(20.0)	-	(510.7)	(545.0)	3 924.6
Travel	3.6	-	-	-	(3.6)	(3.6)	-
Contractual services	233.3	(0.8)	(0.7)	-	28.5	27.0	260.3
General operating expenses	34.4	(0.1)	(0.1)	-	(5.9)	(6.1)	28.3
Supplies and materials	87.5	(0.6)	(0.4)	-	(37.3)	(38.3)	49.2
Equipment	72.7	(0.6)	(0.4)	-	(8.2)	(9.2)	63.5
Other	23.2	(0.2)	-	-	(15.0)	(15.2)	8.0
Total	8 060.9	(29.4)	(30.9)	-	(616.7)	(677.0)	7 383.9

IS3.26 A net increase of \$259,400 is expected in the overall deficit in respect of services to visitors.

IS3.27 The number of visitors at Headquarters during the biennium 1992-1993 is estimated at 898,024, a decrease of 101,976 in comparison with the initial 1992-1993 estimate. The decrease is attributable mainly to the recent suspension of tour services at Headquarters because of security concerns and in part to the continuing recession in the local tourist industry. Gross revenue

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is therefore expected to decrease by \$759,600 in comparison with the revised approved estimate of \$5,210,000. Projected expenses are estimated at \$5,181,300, which represents a decrease of \$211,300 from the revised approved estimate.

IS3.28 As regards Geneva, the number of visitors is estimated at 237,000, which is lower than the initial estimates of 305,000 owing to a decline in tourism in Geneva and the cancellation of the Open House. Gross revenue is therefore expected to decrease by \$120,300 in comparison with the revised approved estimate of \$1,056,900. Total expenses against revenue are estimated at \$1,301,200, reflecting a decrease of \$311,000 in comparison with the revised estimate of \$1,612,200.

IS3.29 The total number of visitors to the Vienna International Centre is also expected to reflect a decrease of 24,500 to 122,100 in comparison with the initial estimates of 146,600. Gross revenue is therefore projected at \$194,500 in comparison with the revised estimate of \$251,000. Total expenses against revenue are estimated at \$901,400, reflecting a decrease of \$154,700 in comparison with the revised estimate of \$1,056,100.

Posts (Decrease: \$64,500)

IS3.30 The estimated decrease under posts relates to reduced requirements for common staff costs (\$36,900) and staff assessment (\$44,500), owing to lower costs than the budgeted standards, offset in part by increased requirements for established posts (\$16,900) resulting from lower than anticipated vacancies.

Other staff costs (Decrease: \$510,700)

IS3.31 The reduced requirements under other staff costs relates to salaries (\$694,400) and staff assessment (\$33,900) of public information assistants resulting from a number of vacancies in full-time guide positions, owing to a number of positions not being filled as a result of mission assignment, and greater use of part-time guides on short-term contracts and overtime (\$24,600), offset in part by increased requirements for personal service contracts due to a greater use of temporary guides paid on an hourly basis (\$242,200).

Travel (Decrease: \$3,600)

IS3.32 The decrease under travel is due to the reduced level of activity as a result of the suspension of the tours at Headquarters.

Contractual services (Increase: \$28,500)

IS3.33 The increased requirements for advertising and promotion (\$36,400) are offset in part by reduced requirements for contractual translation (\$7,900).

General operating expenses (Decrease: \$5,900)

IS3.34 The decrease under this heading relates to reduced requirements for rental and maintenance of equipment.

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Supplies and materials (Decrease: \$37,300)

IS3.35 Decreased requirements relate basically to relinquishing of resources for the replacement of guides' uniforms.

Equipment (Decrease: \$8,200)

IS3.36 Reduced requirements for the acquisition of equipment account for the decrease under this heading.

Other (Decrease: \$15,000)

IS3.37 The decrease under this heading relates to a reduced share of the Visitors' Service in contributions to joint printing and reproduction services at Vienna.
